

QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

COMPANY NAME TNCI Operating Company, LLC
 QUARTER/YEAR 4Q14 / 2014

| MONTH: | October 2014 | November 2014 | December 2014 |
|--|---------------------|---------------------|---------------------|
| Number of Customer Access Lines | <u>180</u> | <u>180</u> | <u>172</u> |
| New Service Applications Held over 30 Days | <u></u> | <u></u> | <u></u> |
| Trouble Reports / Access Line (%) | <u>Same as ILEC</u> | <u>Same as ILEC</u> | <u>Same as ILEC</u> |
| Customer Out of Service Clearing Times (%) | <u>Same as ILEC</u> | <u>Same as ILEC</u> | <u>Same as ILEC</u> |
| New Installs and Re-Installs Completed within 5 Days (%) | <u>Same as ILEC</u> | <u>Same as ILEC</u> | <u>Same as ILEC</u> |
| Commitments Fulfilled (%) | <u>Same as ILEC</u> | <u>Same as ILEC</u> | <u>Same as ILEC</u> |
| Number of Lifeline Customers | <u>Same as ILEC</u> | <u>Same as ILEC</u> | <u>Same as ILEC</u> |

Comments / Explanations: _____

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SWC / TNCI
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